

Microsoft Teams On-Premise Solution

End-to-End Cloud Communications for China Powered by Microsoft Teams and China Telecom Americas

Unique Solution for Multinational Organizations

Customers with physical presence in mainland China can now provide their local employees with access to high quality telephony and collaboration capabilities, powered by the Microsoft Teams Series platform and the unified collaboration experience of the MS Teams Work app.

This 'first in cloud' solution eliminates the cost and complexity of gateway-based services to provide a consistent, agile and dependable means to support both inbound and outbound calling.

Benefits and Features



High Call Quality

- Telephony services supported via China-based data centers
- Service enabled via local interconnect with China Telecom Voice Network
- Locally-originated national calls remain within Chinese borders
- International calls are connected using 400 platform via the nearest in-region point-of-presence



Unified User Experience

- Standardize the use of MS Teams Work desktop and mobile app worldwide for all employees
- Create a consistent and organized remote working environment that motivates productivity and fosters staff well-being



Resource Efficiency

- "100% cloud" solution—a customer premises gateway is not required
- All-in-one billing & portal
- One stop shopping for multiple-city requirements
- Additional remote employees and offices can be added and then managed centrally
- Reduce operational overheads and increase speed



Local Numbers

- City-specific DID numbers in all major business hubs and free trade zones in China, including 300+ cities
- Toll-free numbers available, where national coverage is required
- Note that number porting is not permitted by the regulator in China



Billing Concepts

- NRC and MRC channel usage (certain fees may be waived with order of more than 100 channels and a 3-year contract)
- China domestic and international call packages
- Unlimited calling plan is available upon request
- Extension-to-extension dialing for all employees, regardless of location



Enhanced Local Telephony Services

- Local caller ID
- Short prefix dialing
- Emergency services access
- PLUS all the benefits of the MS Teams Series

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Solution Overview

China Telecom Americas affiliate is now able to offer its multinational customers a unique local PSTN access option, including city-specific DIDs, that obviates the need for traditional gateway-based solutions.

This means that licensed MS Teams Series remote users, located in China, have the same outbound calling capability and unmetered tariff as colleagues based at their corporate headquarters location, plus the ability to take and make local-only PSTN calls, that remain within Chinese borders.

Frequently Asked Questions (FAQs)

Q: So, what's new?

CTA's in-country partnerships further extend its extensive portfolio of carrier relationships that enable it to offer full PSTN replacement services in over 20 countries and local DID (Direct Inward Dial) number support in more than 100 countries.

Specifically, this new capability provides multinational customers with the new option to select a local DID (Direct Inward Dial) number, for the city in which they have an office. Over a dozen city dial locations in China are supported, including the major international business hubs and a majority of cities in China.

Q: How is this different than before?

Previously, customers could only purchase China PSTN numbers from local telecom branches, and the services only support traditional TDM or PRI platforms, rather than SIP or any UCaaS platforms.

This new PSTN replacement solution for China supports both inbound and outbound calling, with the ability to terminate calls via the local PSTN such that domestic calls remain in China.

Q: Isn't that already possible, using an in-country gateway?

Traditionally, due to the lack of local PSTN interconnect options from international carriers and most cloud voice providers, companies have been forced to rely upon the combination of costly locally hosted gateway devices and VPNs to connect China-based personnel and their local contacts.

This older, compromise solution is complex and costly to manage, and is a potential single point of failure. It only enables the local break-out of domestic calls to/from international destinations onto China's public telephone network. Internationally originated VoIP calls are not supported in China, which further limits the call scenarios supported by a gateway solution.

Q: How has China Telecom Americas implemented this solution?

CTA's solution in China is within country borders at data centers located in Beijing, Shanghai, Shenzhen and Hangzhou. The solution includes local media processing, signal adaptation and session border control functions. This provides the local call capacity and resilience necessary to ensure consistent high voice quality and service availability.

Q: What are the benefits of the solution?

Any inbound call that originates in China is onward-connected, without the call leaving Chinese jurisdiction. Similarly, outbound calls from a China-based user to a domestic PSTN number will remain in China, with local caller ID correctly presented. Most importantly, and often a key customer requirement, calls to local emergency services numbers are also supported: including police @110; fire @119; ambulance @120.

Q: Where are these numbers available to order?

Please contact our sales team for more information. We will assign a dedicated team to help you with the solution design and customization of the pricing, based on your needs.

Q: Is there a special process for ordering China DIDs?

The ordering process is the same as for other DIDs, however, the provisioning process is specific to China. In order to comply with local regulations, each new number request must be accompanied by an application form, wherein the end-customer must provide key information, including local contact and business address details, accompanied by the relevant Chinese business registration and local resident identification documentation.

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Q: What is the typical lead time for China DIDs?

For the top-tier group of cities (Shanghai, Beijing, Guangzhou and Shenzhen), the guideline lead time for DID provisioning is four weeks. For other cities, lead times will vary, depending on availability and demand. Given that this is a new service, it's recommended that additional time is allowed when discussing potential delivery dates with customers.

Q: What type of DIDs are available?

The number ranges are geography-specific, corresponding to the main business hubs and Free Trade Zones in China, including from Chengdu in the west, Guangzhou in the south, Shenyang in the north and Ningbo in the east.

Q: What is the full list of locations for which DIDs can be associated?

We cover numerous cities in China, including 30+ provinces and 300+ cities. Please contact the CTA sales team for more details.

Q: Is number porting available?

No. In China, number porting is not a possible option; therefore, DIDs are for new numbers only.

Q: Is there a corresponding outbound local call plan for China?

Yes, we will customize a calling plan package for each customer based on its China domestic and international usage demand.

Q: How can China DIDs be used for Cloud Contact Center applications?

The addition of China DIDs provides a means for calls originating in China to be routed to agents at a customer's centralized call center location. Conversely, multinational businesses can employ local staff to serve China-specific interactions or customer conversations, where a local, native language speaker is preferred.

Q: Are there any further considerations when planning to add users or numbers for China?

We will provide end-to-end hosted solution and dedicated SBC for customers who order more than 1,000 numbers in China. For smaller demand, we will provide an on-premises solution which may share virtual PBX with other customers or dedicated SBC. As such, it's recommended that you review the potential rollout schedule to ensure that the available capacity is ready to accommodate the required system size. Note that only customers with users that are physically located and registered in China can take advantage of these services.

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CTA is headquartered in Herndon, Virginia, with offices in Chicago, Dallas, Los Angeles, New York, Panama City, San Jose, Sao Paulo and Toronto.

Request a consultation from a China Telecom Americas Voice/ Unified Communications solutions expert today.